TRICARE and Cadets

Keller Army Community Hospital

April 21, 2006

DEERS

Defense Eligibility Enrollment Reporting System

- **All service members and their families are registered in DEERS**
- **System used to determine military benefits, including medical care**

DEERS

Defense Eligibility Enrollment Reporting System

- **Cadet Personnel DEERS office**
  Phone: 845-938-2114

- **DEERS Support Office:**
  800-538-9552
  www.dmdc.osd.mil

DEERS
Defense Eligibility Enrollment Reporting System

OHI
Other Health Insurance

Eligibility for medical care ends at midnight of the last day of duty

Our recommendation:

Keep your cadet's private coverage

- To preclude preexisting condition clause

OHI

Other Health Insurance

Things to consider before Cadet uses your family coverage:

- **Most plans consider a cadet to be Active Duty and will not pay claims**
- **Cadet graduates: now Active Duty and no longer your dependent**

Three TRICARE Options

- **TRICARE Prime –**
  Only option available to Cadets and all Active Duty
- **TRICARE Standard**
- **TRICARE Extra**

TRICARE Prime

Health Maintenance Organization (HMO)

- **Mandatory enrollment for Cadets –**

  (Part of inprocessing)

- **Primary Care Manager (PCM) directs care via referrals**

TRICARE Prime

No cost to the Cadet for routine civilian health care if:

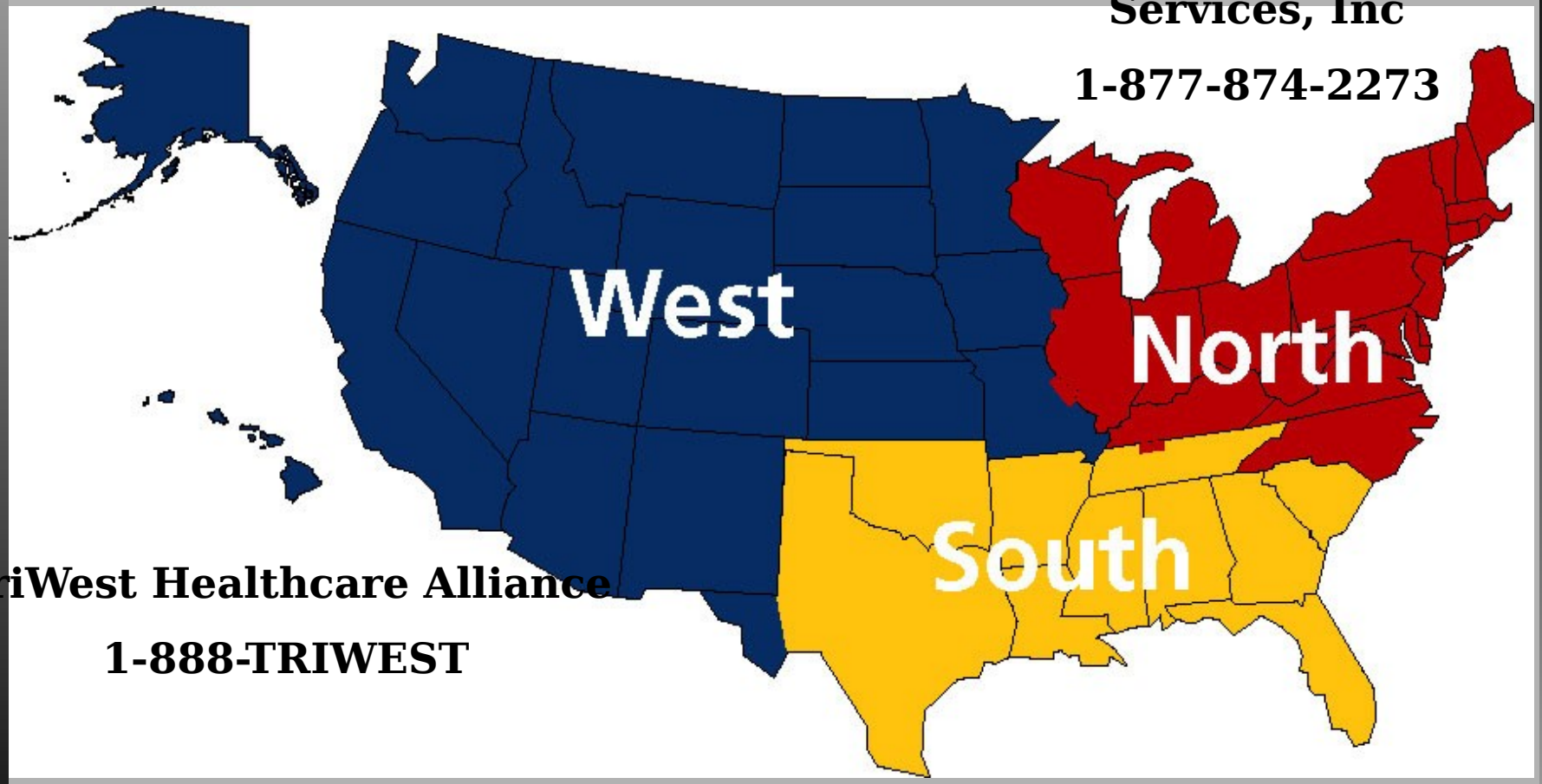
1) There is a referral

2) There is an authorization

3) Uses TRICARE Network Provider

Health Net Federal Services, Inc

1-877-874-2273



TriWest Healthcare Alliance

1-888-TRIWEST

Humana Military Healthcare Services

1-800-444-5445

TRICARE Partners

Keller Army Community Hospital

and

Health Net Federal Services

TRICARE Partner

Health Net Federal Services

www.HealthNetFederalServices.com

1-877-874-2273

(1-877-TRICARE)

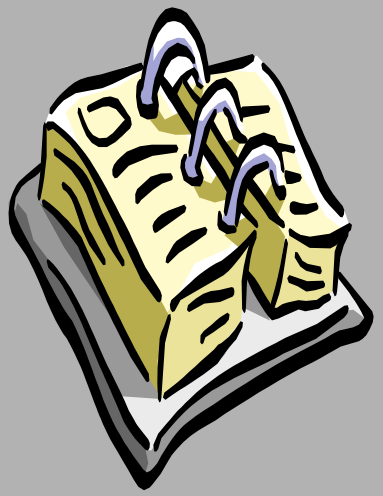
Health Net Federal Services

- **Keller TRICARE Service Center**
- **Civilian Provider Network**
- **Palmetto Government Benefits Administrators (PGBA)**

Appointment System

845-938-7992 or 800-552-2907

Mon-Fri: 6 am to 7 pm



www.tricareonline.com

Emergency Care
Just do it!

On Post

Mon-Fri, 6:30 am to 3:15 pm:

Report to Cadet Health Clinic

or call 845-938-3003/3806

After clinic hours:

Report to Keller ER

or call 938-3333

Emergency Care
Just do it!

Off Post

Call 911 or go to nearest civilian ER

Report inpatient admission to Health Net within 24 hours at

877-874-2273

Follow USCC reporting instructions

TRICARE on the Road

Leave, collegiate sports, etc.

Emergency care – covered

Urgent care – covered

if authorized before care received

Call 877-874-2273

Network Pharmacy: 866-363-8779

TRICARE on the Road
Leave, collegiate sports, etc.

Routine care - not covered

Causes cadets the most problems!

Without proper referral and authorization, the bill belongs to the cadet.

Referrals to Civilian Network

- **Provider requests services**
- **Health Net verifies payable benefit**
- **Cadet system for making appointments with network providers and arranging transport**
- **Note: sign the information release form so a report can come back!**

Civilian Claims
Where to send….

Send all TRICARE North medical claims

TRICARE North Claims

P.O. Box 870140

Surfside Beach, SC 29587-9740

Follow Up on Civilian Claims

Check claim status in PGBA's system:

www.mytricare.com

Explanation of Benefits (EOB)

When the explanation needs explaining…

877-874-2273 Health Net

845-938-4838 Keller's Health Benefits Advisors*

TRICARE Information and Help

Keller

Health Benefits Advisors &

Debt Collection Assistance Officers

845-938-4838

TRICARE Information and Help

Health Net Federal Services

Local TRICARE Service Center

273 Main Street, Highland Falls

877-874-2273

TRICARE Information and Help

Internet

DoD: www.tricare.osd.mil*

PGBA: www.mytricare.com

www.HealthNetFederalServices.com

***best source of TRICARE information**

Care at West Point

- **Mologne Cadet Health Clinic**
  - Primary Care, pharmacy
- **Keller Army Community Hospital**
  - Specialty Care
  - Lab
  - Pharmacy
  - Radiology including CT Scan and MRI
- **Saunders Dental Clinic**

Administrative Help at Keller

Patient Representative

845-938-5874

Health Benefits Advisors

845-938-4838